

ENHANCED 9-1-1 COMMISSION MINUTES
FRIDAY, JUNE 24, 2005

PRESENT:	Douglas Aiken, Chairman	NH Association of Fire Chiefs
	William Wood, Secretary	NH Bureau of EMS
	David Caron	NH Municipal Association
	Kathryn Bailey	NH Public Utilities Commission
	Mark Violette	MCT Telecom
	Paul Szoc	NH Federation of Mutual Aids
	James Valiquet	NH Association of Police Chiefs
	Jill Healy Wurm	Verizon
	Richard Bernard	Public Member
ABSENT:	David Lang	NH Firefighters
	Donald Hill	Commissioner, Dept. of Admin. Svs.
	George Valliere	NH Police Officer
	James Linehan, Vice Chair	NH Sheriff's Association
	Frederick Booth	NH Department of Safety
OBSERVERS:	Bruce G. Cheney, ENP	Director, NHBEC
	Peter A. DeNutte, ENP	Assistant Director, NHBEC
	Nancy Smith	Attorney General's Office
	Jayne Rayno	TDS Telecom
	Leland Willette	TDS Telecom
	John Eon	Verizon
	Brian Lynch	Verizon
	Michael Geary	Training Manager/HR Rep., NHBEC
	Heather Letson	EMD Case Reviewer, NHBEC
	Kelly Grant	Acting Operations Supervisor, NHBEC
	Jack O'Connor	Public Education Officer, NHBEC
	Robert Brown	IT Manager, NHBEC
	Wanda Hemeon	Public Information Rep., NHBEC
	Patricia Magoon	Audit Supervisor, NHBEC
	Janice Locke	Administrative Secretary, NHBEC

The E9-1-1 Commission Meeting held at the New Hampshire Department of Safety First Floor Conference Room, 33 Hazen Drive, Concord, New Hampshire was called to order at 11:15 a.m. by Chairman Douglas Aiken.

1. Approval of the minutes of the March 18, 2005 meeting.

Commissioner Szoc motioned for approval of the March 18, 2005 meeting minutes. Commissioner Violette seconded the motion. Unanimously approved.

OLD BUSINESS

2. Director's Report

2.A. Report of the FY05 Surcharge Receipts

a. Patricia Magoon, Audit Supervisor, NHBEC, presented the Commission with a surcharge report listing the phone companies in question. She is still researching some of the areas of concern and will have the answers at the next meeting. Commissioner Bernard questioned the problems associated with having so many companies providing this type of service. Chairman Aiken commented that some of the companies are being bought out by others thus causing a decrease in the number of wireless companies.

b. Patricia Magoon, Audit Supervisor, NHBEC, presented the Commission with a summary of the budget report. Chairman Aiken commented that the report showed that our expenditures exceeded our revenue. Assistant Director DeNutte stated that there had been a transfer of money to fulfill the Verizon contract.

2.B. Report on Mapping Status

2.B.1. Update on Mapping Progress

a. Robert Brown, IT Manager, reported that since the last meeting the Mapping Unit has delivered 12 updated map sets that they have been doing maintenance on and some new maps that the towns have never seen before. They have fulfilled five requests for people wanting copies of existing data. He attended two meetings at the Town of Moultonborough. These meetings were very positive. The town set up a 911 Committee to review the road names for changing the areas which were identified as problem areas. They did an excellent job. With the exception of one or two, every recommendation the State had made was accepted. The final hearing for these changes will be held on June 28, 2005.

b. Robert Brown reported that since the beginning of the year, the Mapping Unit has collected 477 different maintenance points. That is going well and is expected to continue to grow as more communities get involved in the maintenance. The Mapping Unit is actively working in 10 towns and is about to enter into Conway which is expected to be a big project. A lot of road changes are anticipated.

c. Mr. Brown stated that the field collection work is going great. The lag time now is in the back office work. More attention is being focused on getting policies written to make that process clearer and to identify ways to make that faster. The other slow point is the actual cartography work itself. Once the back office work is streamlined, we will focus on improving the cartography.

2.C. Report on Phase I and II

2.C.1. House Bill 460-FN

a. Assistant Director Peter DeNutte reported that there was bad news for HB 460. The bill has been rereferred. Director Cheney stated that the next hearing is scheduled for October to review any additional information that the agency chooses to provide. The surcharge rate may need to be increased to provide cost recovery for the cellular carriers. As many Commissioners as possible should plan on attending the hearing in October so that the Senators are aware that this is a significant problem for us. The Cost Recovery Committee will meet again before the October hearing and talk about reimbursement.

2.C.2. Nextel Request

a. Assistant Director Peter DeNutte provided the Commission with a copy of a request for payment from Nextel which arrived the first week of June. Additional information has been requested.

2.C.3. Phase I and Phase II

a. Assistant Director Peter DeNutte reported that as it relates to Phase I and Phase II, everyone is compliant with the exception of RCC out of Vermont. They are having trouble with the algorithm to identify the lat/log. Microdata's mapping product has been installed in the Laconia facility. When we relocate to that facility and start operating, the location will come up immediately with a map on the cellular calls as well as the wireline calls and that data will be delivered to the local dispatch centers.

b. Assistant Director Peter DeNutte reported that Verizon Wireless is currently testing a product called LBS (Location Based Services). They are testing it in Massachusetts and they are planning on offering it in the next month to 60 days. A

company can buy software and track all of their users who carry phones using GPS. They said they had no intention of using their location technology and yet Verizon is going to offer it now. Commissioner Bailey noted that Verizon has not requested reimbursement for Phase II technology. Director Cheney stated that the other carriers have requested reimbursement for Phase II and it is likely they will offer these services eventually. Director Cheney informed the Commission that Cingular started with a network-based solution which didn't work well and now they have a GPS solution. They are seeking reimbursement for both.

2.D Report on PSAP Operations

a. Kelly Grant, Acting Operations Supervisor, reported on the following:

- Five supervisors have been trained on the new ALI Trakker Software at the Laconia PSAP. They will be responsible for training the rest of the supervisors as well as the call takers on this new mapping software. The policy and procedures manual will be rewritten to include this new software.
- The supervisor's policy and guideline manual is about 99% complete. She is waiting for any changes that may take place when we are at the Laconia facility because of the new software.
- One of the supervisors, Paul Merritt, completed a reference manual for each supervisor. He did an excellent job. It is a guideline for them for the day to day operations.
- One of the first things she did was to meet with each of the supervisors individually. They set up a list of goals and expectations – what she expects of them and what they expect of her as the operations supervisor. They came up with an agreement which has been signed and filed. They look at it each month to see where they stand within their goal status. What she is looking for is consistency among them and how they operate the PSAP.
- She has scheduled what is called "open forums" which is open to the TCs. The only one present as a supervisor is Ms. Grant. It gives them the opportunity to discuss any issues that they have about working with the bureau. She keeps notes and each issue is addressed by her.
- Since January, 3,285 call reviews on the TCs have been done. That is 1-3 reviews per TC per shift. The overall compliance on that is 98.8%. Anything over 95% is compliant.
- There were eight new hires that began mentoring in the PSAP. There are only four left. If they cannot meet the criteria we have set forth, they are let go. They are given 8 weeks of classroom training, 8 weeks of mentoring on the floor, and an additional 2 weeks if needed.
- The new schedule that was discussed at the last meeting appears to be working. Most of the TCs have accepted it and they have already gone through the third-shift rotation once and are on their second rotation through

the third shift. The scores are consistent all the way across first, second, and third shift now.

- A work group is being developed amongst the TCs which supervisor John Letson will take care of. It will consist of 1-2 supervisors and 5-8 TCs. It gives the TCs an opportunity to give some input into how the calls are reviewed and scored. They are the most valuable asset we have and they should have some type of input considering the legal issues involved.

b. Chief Aiken stated that he was impressed with Kelly's report. Commissioner Bernard remarked that a few years ago there was concern over the difficulty in recruiting TCs and asked if we have that situation now. Ms. Grant stated that we are not fully staffed and that we are still having some issues with recruiting. One of the most common reasons we get for not taking the job is the pay. The most common reason we get for people quitting is the pay. It is a high stress job for the labor grade. A discussion took place on ways the Commission could help the bureau to get a labor grade increase for the TCs as well as for the supervisors.

2.E Report on EMD

2.E.1. Protocol Compliance Reports

a. Heather Letson, EMD Case Reviewer, reported that she and Bill Kinch attended the Navigator Convention in Baltimore at the end of April. The chance to compare notes and ask questions of those who have actually developed the medical protocol was very valuable. They also had the chance to look at the latest updates of our protocol with the latest standards of CPR. The most important thing they did was preview the AQUA Pheonix software. It is the latest software that Medical Priority has for QA. It was installed on March 16 and is better equipped to handle some of the specifics that they like to review with the TCs. In particular, customer service is now itemized in a way that is very effective.

b. Heather Letson reported on the QI summary reports. Our overall compliance is 97.87%. Customer Service remains high at 99.21%. It has been fairly consistent throughout the last couple of months. It is improving in the patient care areas (pre-arrival instructions and post dispatch) as well as customer service areas. These are areas which we focus on as being areas of great importance.

c. Heather Letson reported that they have been spending time working with new hires, giving them extra reviews, so that they can have all the tools they need to start the job on their own once they are out of training.

d. Heather Letson stated that they have been working on the re-accreditation package. We want to maintain total compliance scores above 90% in each of the various categories which includes the case entry questions, key questions, pre-arrival

instructions, post-dispatch, and chief compliant accuracy. There are 20 points of accreditation that have to be met. We have to make sure everyone has a current EMD certification. We have to give the academy a general overview and description of our bureau and what we do here. We are working on a continuing education program which also has to be documented. We are working on verification of our local policies with respect to how they affect the EMD. We are working on documenting all of that for the academy so that they can start the process of reaccreditation. Assistant Director Peter DeNutte stated that we are the only statewide PSAP that is EMD certified in the country.

2.F. Status of Training

a. Michael Geary, Training Manager/Human Resources Representative, addressed the issue of upgrading the positions for TCs. There is a process that the Director of Personnel requires you to complete in order to reclassify a position. The risk is that we could reduce the classification through the process. Once all of the paperwork gets to the Director of Personnel, it is about a 9 to 12 month process. If we reclassify our own telecommunication staff, it affects all telecommunication staff in the state. Commissioner Wood stated that we have a Personnel Committee which should be charged with working on this.

2.F.1. Status of Training

a. We just completed our own Sexual Harassment training of all supervisors and managers in the agency.

2.F.2. Human Resources

a. Mike Geary reported that we have hired 3 TCs and have offered a position to a fourth. There are still 4 open TC positions.

2.F.3. Outside Agency Assistance

a. Michael Geary reported on following assistance:

- He taught a class this morning called “Unusual Occurrences” at the 137th Police Academy.
- He tested in Portsmouth last week for interviews for their positions.
- He recently conducted testing for Lakes Region.
- He will be teaching a customer service class at Dartmouth Hitchcock Hospital to nursing staff that perform Ask-A-Nurse services.
- He recently gave a tour to the Transportation Security Administration for our center. I toured their center as well. They would like us to do some training for them at their call center.

- The Director of Personnel, Karen Luvchek, has now received permission from the Director for him to teach Sexual Harassment training to the law enforcement officers of Fish and Game.

12:10 Commissioner Violette left the meeting.

12:12 Commissioner Violette returned to the meeting.

2.F.4. Status of Administrative Rules

- a. Michael Geary reported that the 500 rules are still in very rough draft form and not ready to be given out. He will be working on them in the next month along with Marta Modigliani.

12:13 Commissioner Bailey left the meeting

12:15 Commissioner Bailey returned to the meeting.

2.G. Status of Public Education

2.G.1. Update of recent appearances

- a. Jack O'Connor, Public Education Officer, reported that the monthly visitations to other places took place as usual. There was an EMS conference over in Sunapee, about 4 or 5 open houses during EMS week, along with 3 different things with Employment Security over the last two months. The school nurses had a conference in Moultonborough 8 weeks ago. We had two foreign delegations visit here and they left impressed with the emergency number system we have.

- b. Mr. O'Connor gave an update on the 5-day geography class that is taught to new TCs. The eight people who took the class did very well. He stated that he focused on the counties, 7 regions, 235 towns and cities, 25 unincorporated areas, lakes, rivers, and parks (both state and federal), and the White Mountain National Forest which is visited by more people in the course of a year than visit Yellowstone and Yosemite put together. On the first day of the class, the TCs were given an assignment to complete a 4-5 minute report on a town in the State of New Hampshire that they had either never heard of or had no interest in. He learned more about little towns than he ever had before. They all did a phenomenal job.

Chairman Aiken left the meeting at 12:21.

- c. Mr. O'Connor mentioned that one of the new hires, Crystal Hayes, on her third or fourth day after starting to answer calls, helped to deliver a baby on Father's Day. She made the national news.

Chairman Aiken returned to the meeting at 12:23.

2.G.2. Report on upcoming presentations

- a. No report.

2.H Status of Public Relations

- a. Wanda Hemeon, Informational Representative, reported that Crystal Hayes, the trainee, made not only national news but the Valley Sunday News, the Concord Monitor, Dispatch Monthly, and more. The baby was premature. The parents are from Lebanon and hopefully will be able to come here to meet the TC.
- b. Wanda Hemeon reported that in April we had a TC of the Year celebration. Beth Morgan was announced as the TC of the Year. There were a variety of activities throughout the week. The supervisors do a great job of supporting the staff. They do different daily activities which are funded out of their own pockets. At the end of the week, they had a baked goods contest for which Mr. DeNutte was kind enough to be a judge. Ms. Hemeon received a card from the TCs stating their appreciation for the week's activities.
- c. Wanda Hemeon reported that in May, a mother in Wilmot collapsed on the kitchen floor. She was able to make the 911 call and then went unconscious. Her two boys took over the call. It turns out the woman had an aneurysm and almost did not survive. They were invited here and that was covered in the Concord Monitor. To date, all reports are good and the mother is doing well.
- d. Wanda Hemeon reported that the we celebrated the 10th anniversary of 7 original employees, 5 of which are still in the PSAP in some capacity – either supervisors or TCs. One is now part of the technical support staff and one is part of the training staff.
- e. Wanda Hemeon reported that on July 5, 2005 we will be celebrating 10 years that the bureau has been online. Ms. Hemeon welcomed suggestions from the Commissioners of things they may want to see in recognition of the 10 years.
- f. Wanda Hemeon reported that at the last meeting uninitialized cell phones had been discussed. She mailed to each Commissioner a copy of the first informational bulletin which addressed the issue of uninitialized cell phones. She is currently working on two new bulletins. One is on cell phone safety and one is on voice over internet protocol. Information bulletins can be accessed on the Bureau's web site in PDF format.

3. Contractor's Report

3.A. Verizon

3.A.1. Report on Network and CPE

a. John Eon, Verizon Representative, reported on the switch upgrades. Since we met in March, we have had four switches upgraded to the latest 5E Generic (Newport, Plaistow, Milford, and Hanover). He had no 911 network events to report for the quarter. He mentioned that the Laconia trunks were made operational on May 6th. Commissioner Bailey asked what the 5E switch upgrades accomplished. Mr. Eon stated that they were updated to 16.2 in order to be in conformance with COLEA. It has nothing to do with 911. It is an ongoing switch upgrade going on throughout the state and should be complete by the end of the year.

3.B. TDS

3.B.1. Report on CPE

a. Mr. Leland Willette, TDS Telecom Representative, reported that work is continuing on the installation of the PSAP equipment in Laconia. All of the major upgrades to the CML equipment have been completed. The operating systems on the answering positions were upgraded to Windows XP by the Bureau IT staff. They can now continue with some of the final configuration items and some of the integration with the other systems that will feed into the CML equipment, including Intrado and Microdata systems. CML will be back onsite in Laconia on Monday along with TDS staff to continue with that integration and start some of the final testing of the system. TDS is working with Verizon on a plan for testing the 911 trunks into the PSAP and working with the Bureau staff who have been extremely helpful and supportive in the integration of other systems and working with the equipment in Laconia. They are hopeful that by week's end they will be able to work on a training schedule for the new equipment.

b. Peter DeNutte, Assistant Director, NHBEC, stated that the installation portion for CML and Microdata is going well. There have been a few minor problems. A couple of upgrades will need to be done. Commissioner Wurm questioned if this part of the installation included database testing or if it was just bringing the equipment to the current generic standards. Mr. DeNutte responded that it was just to bring it on line just for the answering point.

NEW BUSINESS

4. Correspondence

- a. Chairman Aiken noted that the packet included a couple of letters from the public which were very complimentary to the staff and thanked the Bureau for sharing them.

5. New Business

5.A. Personnel

- a. Assistant Director Peter DeNutte reported that Rich Fowler resigned from the Bureau effective July 1, 2005.

5.B. Discuss Progress on Network Contract and Database Development

- a. Brian Lynch, Verizon Representative, reported that Mr. DeNutte and he had been talking over the last few months on network, database, and also a legal position on the contract for Verizon.
- b. A discussion took place on the following main items:
 - Network pricing options
 - 4 database options including pricing on deployment costs, start-up costs and monthly recurring charges.
 - A response from Verizon's legal in New York to the questions related to the NH statute, HB106, that was questioned in the meeting on May 26th. The original contract, per Verizon, is still in force. Commissioner Wurm stated that in terms of legal, legal means that it is still current and valid.
 - Delays in receiving information from Verizon. Director Cheney expressed his disappointment in how long it takes to get information from Verizon. Commissioner Bernard stated that he would like to endorse the sentiments of Director Cheney.
 - Higher level network diagrams for Nashua, Manchester and Merrimack and dates when they can be reviewed.
 - Approval of the network contract is subject to satisfaction of the diversity routes
 - Single points of failure and possible solutions
 - NENA II versus modified NENA when the database is transferred to the State
 - Database maintenance

5.C. Status of EOC Project

a. Director Cheney reported that the EOC project is on hold at the moment pending an effort on the part of the contractor to amend the contract to allow for an addition to the building for the NH Fire Marshal. We are meeting Monday afternoon with the contractors and the Department of Transportation to work on that. If that's done, we hope to get construction started in July.

Director Cheney informed the Commission members that money set aside to pay for the equipment purchased from TDS that will be used in the new PSAP will be used as match. The money in our account is not just sitting there, it has been earmarked to pay TDS.

5.D. Status of Location Software

a. Assistant Director Peter DeNutte reported that the location software was installed in Laconia last week. Testing has been done on it and it appears that its functionality is there. We have the equipment to put it in the remote sites. We are upgrading the circuits to the remote sites now so that there won't be any delays. That software was paid for by a Public Safety of America Grant. Director Cheney invited the Commissioners to go to Laconia to see the new software and Commissioner Bailey suggested that we give them a tour at the fall meeting.

5.E. Status of Web EOC

a. Assistant Director Peter DeNutte reported that Web EOC has been installed. The servers are in. The mapping software is in. Some preliminary testing has been done. Forms and templates are being built to put in it when we activate the EOC. At that point, Assistant Director Doult and staff are going to get a list of folks that need access to it. Director Cheney stated that every emergency manager in the state will have access and will be able to put in data to advise the state of condition changes.

5.F. Statewide Video Project

a. Assistant Director Peter DeNutte reported that we have 20 sites statewide where we are setting up video conferencing centers so that hospitals, local health officers, and doctors, can go and teleconference if we have to activate an emergency. We are helping Emergency Management put that together.

5.G. Contract Negotiations

a. Chairman Aiken asked the Commissioners to take a moment and review the new information from Verizon. The following are the main topics discussed after this review:

- Comparison of pricing quote given on 1/28/05 and current pricing quote
- \$5,000 increase in IOF
- Configuration of the network – is there a more efficient way?
- Start up of Laconia facility before the database transition
- Running two databases in tandem with Verizon as the primary and the State as a secondary to ensure a smooth transition
- Legal question for Verizon on the contract (Page 18, Section 7 Documentation) which states that NYNEX will provide copies of anything that was paid for by the state and will supply us with schematic block diagrams, wiring diagrams, flow charts and source code. The State of NH paid for the network and they should be entitled to copies of the documents.

Commissioner Wurm wanted the record to show that she turned in the confidential letter from Nextel.

6. Adjournment

- a. The next meeting will be scheduled in the month of September 2005.
- b. Commissioner Bernard motioned to adjourn the meeting. Commissioner Szoc seconded the motion. Unanimously approved. The meeting was adjourned at 2:10 p.m.

William Wood, Secretary
Enhanced 9-1-1 Commission